

REH Service Form FY2019

My Progress: 0%

Before we begin

Keep in mind that we're asking you to assess one of your department's services. We don't expect you to find an issue with the service. If you do find an issue, know that you're not responsible for the issue's root cause. We just want to gather information on what we as a City can do to better include racial equity in every step of our service delivery.

My Progress: 10%

Your information

Department name required

Signal and Lighting

Department contact

First name required

Penny

Last name required

Doe

Email required

bglover@grcity.us

What's the name of the service you'll assess? required

Replacement and Repair of City street light (Seattle)

Describe the service required

Signals and Lighting is proposing to implement a preventative maintenance program to ensure adequate and timely replacement of street lights in all sections of the city.

Which of the following describe this service? (select all that apply) required

- ☒ Policy
- ☒ Initiative
- ☐ Service
- ☐ Budget issue

My Progress: 20%

Set the outcomes

What are the top racial equity community outcomes for this service? required

Signals and Lighting is proposing to implement a preventative maintenance program to ensure adequate and timely replacement of street lights in all sections of the city. This preventative maintenance program replaces the complaint-based system of replacing streetlights. By implementing a preventative maintenance program, the City eliminates the need for residents and customers to contact the department for lighting repair. This preventative maintenance program will provide equity in all sectors of the city as it relates to appropriate and safe neighborhoods.

Which racial equity opportunity area(s) does the service primarily impact? (select all that apply) required

- ☐ Education
- ☒ Environment
- ☐ Community Development
- ☒ Criminal Justice
- ☒ Health
- ☐ Housing
- ☐ Jobs

Which impacts does this service have an effect on? (select all that apply) required

- ☒ Construction equity
- ☒ Inclusive outreach and public engagement
- ☒ Social equity
- ☒ Workforce equity
- ☒ Youth Initiatives

How does this service impact construction equity? required

Add info as to how this will impact construction equity - contractor hiring, sub-contractors, small business, minority owned businesses

How does this service impact inclusive outreach and public engagement? required

Add info as to how this will impact - working with neighborhoods to provide safe street through lighting that is stable, work to ensure more messaging when issues exist

How does this service impact social equity? required

Add info as to how this will impact - make our neighborhoods safe through lighting

How does this service impact workforce equity? required

Add info as to how this will impact - ensure City staff have capacity, support and equipment to do what they need to complete and support this plan

How does this service impact youth initiatives? required

Add info as to how this will impact - possible internship of the trades to enhance grow your own initiatives and future city employees

My Progress: 6%

Involve stakeholders and analyze data

Analyze relevant data by using the datasets presented [here](#).

Does the service impact specific neighborhoods? required

- ☒ Yes
☐ No

Which neighborhoods are impacted? required

- ✓ Alger Heights
- ✓ Baxter
- ✓ Belknap Lookout
- ✓ Black Hills
- ✓ Creston
- ✓ Downtown
- ✓ East Hills
- ✓ Eastern-Burton
- ✓ Eastgate
- ✓ Eastown
- ✓ Fulton Heights
- ✓ Garfield Park
- ✓ Grandville
- ✓ Heritage Hill
- ✓ Highland Park
- ✓ John Ball Park
- ✓ ken-o-Sha Park
- ✓ Lake Eastbrook
- ✓ Lettingwell-Twin Lakes
- ✓ Michigan Oaks
- ✓ Midtown
- ✓ Millbank
- ✓ North End
- ✓ North Park
- ✓ Northeast
- ✓ Oldtown-Heartside
- ✓ Ottawa Hills
- ✓ Richmond-Oakleigh
- ✓ Ridgemoor Park
- ✓ Roosevelt Park
- ✓ Shangrai-La
- ✓ Shawmut Hills
- ✓ Shawnee Park
- ✓ Southeast Community
- ✓ Southeast End
- ✓ Southwest
- ✓ West Grand

My Progress: 9%

Alger Heights racial demographics

Use demographic data from [this source](#) to enter racial demographic figures. Click the link and scroll down to the *Race* section.

For each of the following, enter the percentage represented in the impact area. Make sure to enter numbers and decimals only, no percentage symbol.

White required

70.5

Black or African American required

17.1

American Indian and Alaska Native required

0.2

Asian required

1.3

Native Hawaiian and Other Pacific Islander required

0.1

Other Race required

0.1

Two or more races required

3.0

Hispanic or Latino required

9.2

My Progress: 45%



Involve stakeholders and analyze data continued

What have you done to involve community members and stakeholders? required

Community meetings held in all 3 wards and an additional community meeting held in Spanish at the Hispanic Center of Western Michigan Community survey completed through 311

Think about the data and your conversations with stakeholders. What are the existing racial inequities for this service? required

Because the current system of light replacement is a complaint-based system, many residents were not aware of how to access the system. This was seen specifically in the following neighborhoods (based on the survey results).

What are the known/suspected root causes or could be the causes or factors creating these racial inequities?

required

Lack of understanding on how to access current systems has caused inequities.

My Progress: 55%



Benefits and burdens

Address each of the following questions to determine the service's benefits and burdens:

- How will the service increase racial equity?
- What are potential unintended consequences?
- What are the potential benefits?
- Are the impacts aligned with the outcomes identified in Step 1?

required

By the city proactively designing a preventative maintenance program, all sectors of the city will receive equitable service in ensuring that the street lights are maintained.

My Progress: 64%

Advance opportunity or minimize harm

Address each of these questions to identify your strategies:

- How will you address the impacts, including unintended consequences, on racial equity?
- What strategies address immediate impact?
- What strategies address root causes of inequity?
- How will you maintain long-term relationships with community stakeholders to ensure positive changes?
- If impacts aren't aligned with the outcomes the community wants, how will you realign your work?

Explain how the service adds to racial equity right now and in the long term. Show how the service solves the root causes of inequity. Describe how the service affects the policy and partners of the city.

What are the service program strategies? required

Utilize a preventative maintenance strategy to minimize harm to neighborhoods

What are your policy strategies? required

Review other complaint-based policies to determine impact based on race

What are your partnership strategies? required

Continue partnership with communities by following up and continuing survey options

My Progress: 73%

Evaluate, raise racial awareness and be accountable

Address these questions

- How will you evaluate this service and be accountable?
- How will you evaluate and report impacts on racial equity over time?
- What is your goal and timeline for eliminating racial inequity?
- How will you retain stakeholder participation and ensure internal and public accountability?
- How will you raise awareness about racial inequity related to this issue?

required

The program will be evaluated by monitoring the number and locations of complaints received through the 311 data monitoring system. The Traffic Safety Manager will be responsible for reporting to the City Manager and City Commission on the success and challenges of the program.

What is unresolved? What resources/partnerships do you still need to make changes to? required

Nothing known was left unresolved.

My Progress: 82%

Next steps: report back

Share analysis and report responses from the previous section with department leadership and REH team. Be prepared to share study of and response from the previous section. Keep in mind that you'll report back to department leaders and the REH team.

I will share report responses with department leadership and the REH team required

✓ I agree

My Progress: 90%



All set!

That's it! Thanks for your work to make this REH pilot successful. The City Manager will review your submission during your budget review.

Keep an eye out for communications from the REH team in the next two weeks to meet about your submission.
Click *Submit* whenever you're ready.

Back

Save progress

Submit

Submission Complete

Hi Penny! Thanks for submitting your REH Service Form. We've sent you an email confirmation with a PDF copy with your responses. -REH Team